

## CLAIMS

1        1.    A system for providing an automatic telephone call back  
2        from a request transmitted over a data path from a data terminal  
3        located at a first location, said request including call back data  
4        including at least a telephone number to be dialed, said system  
5        comprising:

6            a data path interface, coupled to said data path, for  
7        receiving said request over said data path, for identifying said  
8        call back data, and for placing said call back data into at least  
9        one call record store; and

10           an automated dialer system, located at a second location  
11        remote from said first location and coupled to said data path  
12        interface, and responsive to said at least one call record store,  
13        for automatically retrieving telephone numbers to be dialed from  
14        said call record store, and for processing said telephone numbers  
15        as an outbound telephone call campaign.

1        2.    The system of claim 1 wherein said data path is  
2        established using at least one of a direct data path, a global  
3        computer network, and a telephone network.

1        3.    The system of claim 1 wherein said data path is  
2        established using a global computer network and a telephone  
3        network.

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1 4. The system of claim 1 wherein said request further  
2 includes customer account identifying indicia.

1 5. The system of claim 1 wherein said call back data  
2 further includes a time to call back.

1 6. The system of claim 1 wherein said request further  
2 includes a message.

1 7. The system of claim 6 wherein said message includes a  
2 voice message.

1 8. The system of claim 6 wherein said message includes a  
2 textual message.

1 9. The system of claim 6 wherein said message includes a  
2 series of DTMF tones.

1 10. The system of claim 1 wherein said data terminal is a  
2 digital computer and said transmitted data includes digital data.

1 11. The system of claim 1 wherein said automated dialer  
2 system further includes a call scheduler, responsive to said at

7  
3 least one call record store, for ordering and scheduling said  
4 telephone numbers to be dialed.

1 12. The system of claim 11 wherein said automated dialer  
2 system further includes a predictive dialer, responsive to said  
3 ordered telephone numbers, for initiating dialing of each of said  
4 ordered telephone numbers.

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13. A system for providing a telephone call back from a request transmitted over a global computer network from a data terminal located at a remote location, said request including call back data including at least a telephone number to be called, said system comprising:

a data path interface, connected to said global computer network, for interfacing with said global computer network and receiving said request over said global computer, for identifying said call back data, and for storing said call back data including said at least one telephone number in a call record store; and

an automated dialer system, responsive to said call record store, for retrieving said telephone numbers in said call record store and automatically calling said telephone numbers, said automated dialer system including:

a call scheduler, for ordering and scheduling said telephone numbers; and

a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone numbers as scheduled, and for connecting an answered call to a telephone of an available agent coupled to said automated dialer system.

14. The system of claim 11 wherein said predictive dialer includes a call pacer that paces dialing of said telephone numbers

3 according to a call pacing algorithm.

1 15. The system of claim 13 wherein said data path interface  
2 interfaces said global computer network to agent terminals  
3 connected to said automated dialer system.

1 16. The system of claim 13 wherein said request further  
2 includes customer account identifying indicia.

1 17. The system of claim 13 wherein said call back data  
2 further includes a time to call back.

1 18. The system of claim 17 wherein said call scheduler is  
2 responsive to said time to call back, for scheduling dialing of  
3 said at least one telephone number at approximately said time to  
4 call back.

1 19. The system of claim 13 wherein said call scheduler  
2 schedules at least one of said telephone numbers for immediate  
3 dialing.

1 20. The system of claim 13 wherein said call back data is  
2 transmitted over said global computer network using a CGI script.

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1 21. The system of claim 13 wherein said call back data is  
2 transmitted over said global computer network using a JAVA  
3 language script.

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7 1 22. A method for providing a telephone call back from a  
2 request made by an inquiring party at a remote location, wherein  
3 said request includes call back data transmitted over a data path  
4 from a terminal at said remote location, said call back data  
5 including at least a telephone number to be dialed, said method  
6 comprising the steps of:

7 receiving said request transmitted from said terminal at said  
8 remote location;

9 identifying said call back data including at least one  
10 telephone number to be dialed;

11 placing said call back data into a call record store;

12 retrieving telephone numbers to be dialed from said call  
13 record store;

14 scheduling said telephone numbers to be dialed;

15 automatically dialing each of said telephone numbers as  
16 scheduled over a telephone line; and

17 connecting said telephone line to a telephone of an available  
18 agent, if an answer is detected.

1 23. The method of claim 22 further including the step of  
2 attempting to immediately connect said inquiring party to an  
3 available agent over said data path.

1 24. The method of claim 22 wherein said data path is

2 established using a global computer network.

1 25. The method of claim 24 further including attempting to  
2 immediately connect said inquiring party to an available agent  
3 over said global computer network.

E 1 26. The method of claim 22 wherein at least one of said  
2 telephone numbers is scheduled for an immediate call back.

1 27. The method of claim 22 further including the step of  
adding at least one of said telephone numbers to a future call  
campaign, if no connection is made.

2 28. The method of claim 22 wherein said call back data  
includes at least one time to be called back, wherein said  
telephone numbers are scheduled according to said time to call  
back.